

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(May, 2002)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	4	3	7
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>4</b>	<b>3</b>	<b>7</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)		1	1
<b>Total Complaints</b>		<b>1</b>	<b>1</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	5	4	9
Outreach/Marketing	1		1
Explain Relay	6		6
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	1	1	2
Computer Settings			
Technical Related	1	2	3
Other	4	6	10
<b>Total Inquiries/Comments</b>	<b>18</b>	<b>13</b>	<b>31</b>
<b>Grand Total</b>	<b>22</b>	<b>17</b>	<b>39</b>